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1 Please replace the paragraph beginning at page 13, line 17, with the
2 following rewritten paragraph:

3
4 -- Each of the network access devices can include a processor, memory, a
5 user input device, such as a keyboard or mouse, and a user output device, such as a
6 display screen or printer. The network access devices 304-308 communicate with
7 the VC Distribution System 310 to access stored data. The network access device
8 devices 304-308 can interact with the host as if the host were a single entity in the
9 network 301. However, the VC Distribution System 310 can include multiple
10 processing and database sub-systems that can be geographically dispersed
11 throughout the network 301, such as cooperative or redundant processing or
12 database servers. In some implementations, groups of network access devices 304-
13 308 can communicate with the VC Distribution System 310 through a local area
14 network. Appropriate database and workflow management software for use in
15 managing such a distributed system will be known to those of skill in the art. --

16
17 Please replace the paragraph beginning at page 20, line 15, with the
18 following rewritten paragraph

19
20 -- The source data for the contact detail screen can include not only the
21 distribution at issue but also other distributions or activities which are being
22 managed or processed by the facilitator. When a contact is responsible for
23 multiple participants, at least the open items for each associated participant are
24 indicated in the contact details. In addition, where a single participant is involved
25

1 in multiple distributions or other activities for which instructions are required, the
2 various action items for that participant can also be displayed. As a result, when a
3 an operator selects a given contact, they can easily determine all information
4 which must be obtained from the contact for all of the associated participants and
5 for each ongoing distribution. Preferably, when a user opens a Call Queue entry,
6 that item is locked to prevent other users from simultaneously attempting to reach
7 a contact or enter instructions from the LP participant for that record set. --

8
9 Please replace the paragraph beginning at page 27, line 12, with the
10 following rewritten paragraph

11
12 -- It should also be noted that while the term "transfer agent" has been used
13 throughout, such an entity is not limited in scope to a conventional "transfer agent"
14 as it may be generally understood by those of ordinary skill in the M. Instead, this
15 term should be understood as encompassing other entities to which custody of the
16 physical securities is given and which can perform ~~the-which-perform~~ the
17 distributions as described above and recited in the claims, even if such an entity
18 would not be considered a "transfer agent" in other contexts. --